
HANDOUT 12-1

PHONE CALL GUIDELINES

1. It's normal to be nervous before making a call. Planning the call will help.

“Script” your introduction.

- Write what you will say when someone answers. Include why you are calling and who you would like to speak to.

For example:

“Hi. I’m calling about the landscaping job you have advertised. I’d like to talk to someone who can give me information about it”

“Hello. I’m an experienced landscaper, and I’d like to talk to someone who can tell me about any openings you might have soon.”

Anticipate the questions you’ll be asked and have your information ready. Questions you might be asked often include: *What is your previous experience? Who have you worked for before? Have you ever done.....(list tasks).* So be ready with lists of:

- Your previous employment experience
- People (and their phone numbers) who could be employment references
- All the relevant skills you have.

Write down any questions you might want to ask.

- Ask questions that will allow you to show that you know what kind of work is involved or will help you bring up special skills you have.
- Generally, avoid asking questions about work conditions, hours, or pay, until close to the end of the call. You want the employer to know that the most important thing to you is getting a job.

2. Always have paper and pen or pencil ready when you make your call.

- If you are asked to come in, get the address.
- In addition to street and number, find out what the nearest intersections are.
- If you are driving — ask about parking.
- If you’re taking the bus, ask about the bus number, route, schedule, and where the closest bus stop is.



3. Stay calm when dealing with voice mail systems.

- If the options you're given don't make sense to you — you can usually reach a human (eventually) by pressing 0.

4. Use a calm, pleasant tone of voice.

- Rehearsing your introduction before you call can help you get both the words and the tone right.

HANDOUT 12-2

RESUME WRITING GUIDELINES

GENERAL TIPS

1. Write concisely. Use simple words and keep sentences short.
2. Present the information in a clearly laid out, easy-to-read format.
3. Information included should be complete and relevant. The resume should be no longer than two or three pages.
4. Be sure the spelling and grammar are correct. It may be helpful to have someone (e.g., a teacher) check it for you. If you are using a computer, use the spell checker.
5. Include an introductory letter with the resume that refers to the specific job for which you are applying or to the type of employment you are seeking.
6. Have the final resume and covering letter typed or computer-printed.

CONTENTS OF YOUR RESUME

Personal Information

Name
Address
Telephone number (where you can be reached or where someone will take a message for you).

Education & Training

Include certificates and diplomas obtained and the dates on which they were obtained, schools attended, and additional courses or training.

Skills You Have

List the skills you have to offer an employer. Include skills that may not appear in your work experience (e.g. hardworking, energetic, flexible, etc.)

Work Experience

Include full-time, part-time, summer and volunteer work. Briefly describe job activities that you feel may be important for the work for which you are applying. Starting with your most recent job, include the job title, name of employer, length of time employed, and job description.

Other Activities

Include any groups or organizations to which you belong. In addition, briefly describe any personal pastimes or interests relevant to the job you seek.

References

You may want to include names, addresses and phone numbers of responsible people (like former employers) who have agreed to be a reference for you.

HANDOUT 12-3

INTERVIEW GUIDELINES

1. Learn something about the company's products and/or services before your interview.
2. Anticipate questions you'll be asked and have your answers ready.
Typical questions include:
 - How does your previous experience apply to this job?
 - Why are you interested in this job?
 - Describe jobs you've had in the past.
3. Write down any questions you might want to ask.
4. Know and take with you:
 - The name and phone number of your interviewer
 - The address and location where you'll be interviewed.
5. Dress appropriately
6. Be pleasant to everyone you encounter — interviewers often ask the receptionist what she or he thought of a job applicant.
7. When you meet your interviewer, rise (if you're seated), smile, say something pleasant ("*Nice to meet you*") and shake hands.
8. At the interview, try to relax and be natural.
 - Don't fidget
 - Don't keep your hands in your pockets
 - Keep your arms relaxed — don't fold them tightly across your chest
9. Let the interviewer set the pace; follow your guidelines for being a good listener. Think before you speak, and then speak slowly and as clearly as possible.
10. Answer questions truthfully. Decide beforehand how you will explain gaps in your work history.
11. At the end of the interview, ask when a decision will be made and whether everyone will be notified, or only the successful applicant. Thank the interviewer for his/her time, and shake hands as you leave.
12. If you haven't heard anything by the date you've been given, do a polite phone follow-up. "*Hello, I met you for an interview on April 29. I'm very interested in the job and wondered if you've made a decision yet.*"

HANDOUT 12-4

DRESSING/GROOMING TIPS

- ▶ Hair should be clean and combed.
- ▶ You should be clean-shaven, or else beard/moustache neatly trimmed.
- ▶ Your clothes must BE clean and LOOK clean (no paint or oil stains).
- ▶ Shirts/sweaters must be unwrinkled, and unless designed to be worn loose should be tucked in.
- ▶ Choose clothes appropriate for the workplace
 - Jeans: OK when applying for a job on a construction or landscape crew, generally not recommended when applying for other jobs (waiter, sales clerk, office help).
 - Sneakers: OK when applying for a job as a courier, generally not recommended when applying for other jobs.
 - You don't need expensive clothes. You DO need to look clean and neat.

HANDOUT 12-5

INSTRUCTIONS FOR ROLE-PLAY ONE

Partner 1 is the job applicant. You are applying for a job as a dispatcher for a towing firm.

Partner 2 is the interviewer. You own the firm and have three other employees, all of whom drive tow trucks. Your biggest concern is reliability, and the ability to get clear information on the phone and give clear information to others. You don't mind training someone, if they are reliable and logical.

INSTRUCTIONS

1. Both partners take five minutes to prepare. Partner 1 (Job Applicant), prepare for the interview using the guidelines in Handout 12-3 and Handout 12-4. Partner 2 (Interviewer) prepare the questions you'll ask during the interview.
2. Role play the interview (no more than 10 minutes).

HANDOUT 12-6

INSTRUCTIONS FOR ROLE-PLAY TWO

Partner 2 is the job applicant. You are applying for a job as a back-up short order cook and waiter at a neighborhood diner. You have previous experience as a cook.

Partner 1 is the interviewer. You manage the diner, which is owned by your uncle. Business is picking up. You have five other employees — four are waiters, and one is the cook. The cook is pregnant, so you are looking for someone who can serve as a waiter, but also back up the cook, and replace her while she's on maternity leave. Because this is a neighborhood place, you're looking primarily for someone who can work quickly, and get along with your other staff and your customers.

INSTRUCTIONS

1. Both partners take five minutes to prepare. Partner 2 (Job Applicant), prepare for the interview using the guidelines in Handout 12-3 and Handout 12-4. Partner 1 (Interviewer) prepare the questions you'll ask during the interview.
2. Role play the interview (no more than 10 minutes).